

KEITH JOSHUA HOLIDAY

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I am well versed in compromising and finding solutions to everybody's benefit. I have developed good listening skills and have an excellent ability to assess and determine key issues from information presented to me. Usually, I am well informed and am confident to stand my opinion. I constantly try to improve my personal qualities, develop my skills and increase my knowledge in all areas I touch. I constantly look for new challenges and have the ability to stimulate new ideas and follow an innovative approach.

My subordinates, colleagues and superiors generally are confident that I would be able to cope with any situation. I lead a group of people, not by authority, however lead by setting examples and constant coaching. I follow truly international approach to cultural sensitivity, tolerance and appreciation of the diverse traditions, values and social nuances.

SUMMARY:

- Working as Concierge Manager, Jumeirah Beach Hotel, Dubai
- Worked as Assistant Concierge Manager, Jumeirah Beach Hotel, Dubai
- Worked as Assistant Transport Manager, Madinat Jumeirah, Dubai
- Worked as Team Leader Butler Services, Dar Al Masyaf, Madinat Jumeirah, Dubai
- Worked as Butler Services, Dar Al Masyaf, Madinat Jumeirah, Dubai
- Worked as Restaurant Captain, The Oberoi Hotel Bangalore, India

EMPLOYMENT PROFILE:**Jumeirah Beach Hotel, Dubai**

Hotel Profile: Jumeirah Beach Hotel is one of Dubai's most instantly recognizable structures. Hotel is equally famed for its amazing value and sheer wealth of options to enjoying your stay. All the hotel's 618 rooms, suites and villas are luxuriously furnished and provide spectacular views of the Arabian Gulf.

April 2013 – Present, Position: Concierge ManagerAchievements:

- Highest Guest Satisfaction Scores, 2014, amongst all Jumeirah Group of Hotels (SBUs)
- With the Team support, consistently achieved highest speed of Check-in and Check-out Scores for Luggage Services, 2012 - 2018, amongst Jumeirah Group of Hotels, Dubai.
- Won "The Best Concierge Team of the Year Award, 2014, Recognized by DTCM
- Achieved DQA in the year 2013.
- January 2016, awarded for getting highest guest Recognition.

March 2011–April 2013, Jumeirah Beach Hotel, Dubai, Position: Assistant Concierge ManagerResponsibilities:

- Managing a team 50 colleagues and 6 Team leaders and maintaining a high level of supervision by proactive and interactive leadership.
- Determining the necessary competence for colleagues and provide ongoing coaching, counselling and discipline in order to ensure that their potential is maximised.
- Identify training needs, carry out and supervise the employees within the department, ensuring that the correct standards and methods of service are maintained.
- Oversee the hotel's contract car valet service, ensuring that an optimum service is provided at all times.

Achievements:

- Bell Team achieved an average of 94% in Mystery Guest assessment in March, 2012.
- Implemented Training Plan which resulted to an increase of 9 hours average Training hour per colleague in comparison to 5.5 hours.

November 2009–March 2011, Madinat Jumeirah, Dubai, Position: Assistant Transport Manager

Responsibilities:

- Responsible to monitor performances of all drivers to ensure the safety of vehicles and guests is maximised.
- Monitor CSI results and constantly search for improvements towards guest satisfaction by following up with guests dis-satisfied with transportation services.
- Handle internal guest transport movement within the resort (Madinat Jumeirah, Jumeirah Beach Hotel and Burj Al Arab) via Abra (Boat) and Club car (Buggies)
- Driving incremental revenue by promoting Abra and buggy show around, achieving average AED 10 million per year.

Achievements:

- Part of the Team aimed to improved and enhance the Transportation scores to (97%).
- Designed and implemented the New Standards, Process to streamline In Car check-in procedure
- Planned and implemented the Summer Cost Saving Program with estimated saving of 64,000 AED per Year.

January 2006–November- 2009, Madinat Jumeirah, Dubai, Position: Team Leader, Butler Services/Front Office

Responsibilities:

- To provide a warm Arabian Hospitality to all esteemed guests and ensuring overall guest satisfaction, seeking a total quality approach.
- To supervise the daily operations ensuring that relevant policies and procedures are being followed and deliver high quality service aimed at exceeding guests' expectations.
- Monitor performance of associates and provide feedback and coaching to ensure they maintain defined Front Desk Standards.
- Carry out appraisals and Bi-Monthly feedback sessions for Guest Service Executives.

Achievements:

- Recognized as "Colleague of the month" in May 2007.
- Analysing and taking corrective actions on the guest feedback and ensuring preventive actions are taken to avoid guest complaints.
- Mystery Guest assessment scored 92.6% for Front Office in July 2006; an increase of 10% compared to 2005.
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April 2004–January 2006, Madinat Jumeirah, Position: Butler

Responsibilities:

- Updating and filing Guest history records, Front office Reports, In house guest feedback and complaints.
- Providing In room check in and Check Out service.

Achievements:

- As a pre-opening team member developed the Standard Operating Procedures
- Task Trainer of the department and have conducted the following trainings
 - Communication in the Work Place
 - Training of New Employees in the Department.
- Nominee for "Employee of The Month" February 2005 out of a group of 180 colleagues working in Butler Service, Dar Al Masyaf.

December 1999 – February 2004, The Oberoi Hotel Bangalore, India

Position: Restaurant Captain, F&B

- Interacting with guests in a courteous and efficient manner, handling multi-tasks and problem-solving approach.
- Flexible rostering techniques considering business cycles, training needs, staff requests, vacation for Team and Bartenders.

SCHOLASTIC RECORD:

- Diploma in International Airline and Hotel Management with Computers and Tourism, India. (Trade Wings Institute of Management), Academic Year 1996 – 1999.